INTER-TEL
Your Connection to the Future

Axxess
by Inter-Tel

User Guide

Standard Display Phone and Basic Digital Phone

Quick Reference Guide to Frequently Used Features

These are the **basic** instructions for the most frequently used telephone system and voice mail features. For detailed information on these and other features, refer to the complete instructions in the User Guide.

Placing an Intercom Call

1. With or without the handset lifted, dial an extension number.
2. *If your call goes through handsfree to the called phone's speaker,* speak after you hear a double tone.
   If you hear continuous ringing, wait for the call to be answered.

Answering an Intercom Call

To answer an intercom call that comes in through your speakerphone:

EITHER, Respond handsfree.
OR, Lift the handset for privacy.

To answer a ringing (non-handsfree) intercom call:

EITHER, Lift the handset for privacy.
OR, Press SPKR [] or ANSWER to respond handsfree.
OR, Press the flashing IC key.

Placing an Outside Call

1. With or without the handset lifted, press OUTGOING.
2. Dial the desired number. (*If you see a request for an account code and hear a single progress tone,* you must dial an account code before you can place your call.)

Making an Emergency Call

Dial 9 1 1 to automatically place a call to the system's programmed emergency number (usually 911). You do not have to press OUTGOING first.

Answering an Outside Call

EITHER, Lift the handset.
OR, Press ANSWER.
OR, Press the flashing key.

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Redialing an Outside Number

While on a call or after selecting a line, press **REDIAL**. A line is selected automatically, and the number is dialed.

Placing a Call on Hold

Press **HOLD** and hang up or place another call.

To return to the call, lift the handset and press the flashing key.

Responding to a Waiting Call

If you hear a "call waiting" tone through your handset and/or you see a display, end your current call or place it on hold. Then press **ANSWER** or the flashing key.

Paging

1. Lift the handset and dial **7**.
2. Dial the desired zone number (0-9).
3. After the tone, make your announcement and hang up.

Transferring a Call to Another Extension

1. Press **TRANSFER**.
2. Dial the desired extension number.
3. Wait for an answer, announce the call, and then hang up.
   If the number is busy, there is no answer, or the transfer is refused, press the flashing key to return to the caller.

Transferring a Call to Voice Mail

1. Press **TRANSFER**.
2. Dial the voice mail extension number.
3. *EITHER,* Dial the desired mailbox number and then hang up.
   OR, Hang up to send the call to the voice mail menu (so that the caller can enter the mailbox number).

Transferring a Call to an Outside Number

1. Press **TRANSFER** and select an outside line.
2. Dial the desired telephone number.
3. Wait for an answer, announce the call, and then hang up.
   If the number is busy, there is no answer, or the transfer is refused, press the flashing key to return to the caller.

Picking Up a Call from Another Extension

1. Lift the handset and dial **4**.
2. Dial the extension number where the call is ringing or holding.

Forwarding Calls

1. Press **FWD**. (Executive and Professional Display Phone users must then select a menu key.)
2. Do one of the following:
   - *To forward to an outside telephone number:* Select and outside line and dial a telephone number.
   - *To forward to an extension number:* Dial the extension number.
   - *To forward to your voice mailbox:* Dial the voice mail extension.

Canceling Call Forward

Press **FWD**. (Executive and Professional Display Phone users must then press the **FWD OFF** menu key.)

Placing Conference Calls

1. While on the first call, press **CNF**. The call is now on hold.
2. Place an intercom or outside call. Then press the flashing **CNF** to place the call on hold. (If necessary, repeat this step to place a third call on hold.)
3. Press the flashing **CNF** to join all of the calls together in the conference.

Changing Volume Levels

EITHER, Press the high or low end of the Volume key.
OR, Press the VOL UP or VOL DN key.
OR, Press the Up or Down arrow on the Volume key.

To save your change:

EITHER, Press both ends of the Volume key at the same time.
OR, Press both keys at the same time.
OR, Press the middle of the key

Entering Your Voice Mailbox

If your MSG key is lit and you have a message from voice mail:

1. Lift the handset or press **SPKR**.
2. Press **MSG**.
3. Enter your personal password and press **#**.

If your MSG key is not lit, enter your mailbox by following these steps:

1. Dial the voice mail extension number. (You hear the main menu.)
2. During or after the greeting, press ✳ to identify yourself as a subscriber.
3. Enter your mailbox number and your personal password (if programmed). Then press #.

Listening to Voice Mail Messages

1. Enter your mailbox as described on page 3.
2. Press 1 to listen to your new messages. While you are listening to a message, you can use the following options:
   - Press # to skip to the end of the recording.
   - Press 1 to back up.
   - Press 2 to pause. (Then press any key to continue.)
   - Press 3 to skip ahead.
   - Press 4 to lower the volume.
   - Press 5 to play the message envelope.
   - Press 6 to raise the volume.
   - Press 7 to save the new message in your mailbox.
   - Press 9 to delete the message from your mailbox.
3. When the message has finished playing, you have the following options:
   - Press 1 to replay the message from the beginning.
   - Press 2 to reply to the message (or make a return call, if enabled).
   - Press 3 to forward a copy of the message to another subscriber.
   - Press 4 to listen to the previous message.
   - Press 5 to play the introductory message envelope.
   - Press 6 to listen to the next message.
   - Press 7 to save the new message in your mailbox.
   - Press 9 to delete the message from your mailbox.

Sending Voice Mail Messages

1. Enter your mailbox as described on page 3.
2. Press 2.
3. Dial the mailbox number where you want to leave the message.
4. Press # to accept the subscriber's name.
5. Record your message after the tone.
6. When finished, hang up or press # and listen for more options.

Voice Mail Options

Below is a summary of the options you can use when listening to messages, after the message has played, and when leaving a message.

#	LISTENING TO MSG	AFTER MSG PLAYS	LEAVING MSG
1	Back Up	Replay the Message	Replay Your Message
2	Pause	Reply to the Message	Add to Your Message
3	Skip Forward	Forward a Copy	Erase and Re-record
4	Lower Volume	Listen to Previous Msg	—
5	Play Envelope	Play Envelope	—
6	Increase Volume	Listen to Next Message	—
7	—	Save the Message	—
8	—	—	—
9	—	Delete the Message	Delivery Options
*	—	—	Cancel
#	Skip To End	—	Send Message and Exit

Feature Codes

CODE	FEATURE NAME	CODE	FEATURE NAME
391	Account Code – All Calls	324	Hunt Group Remove/Replace
390	Account Code – Optional	365	Message
326	ACD Agent Log In	366	Cancel Message You Left
327	ACD Agent Log Out	368	Cancel Msg On Your Phone
328	ACD Agent Log In/out	367	Silent Message
329	ACD Agent Wrap-up Term.	314	Microphone Mute
375	Agent Help Request	7	Page
376	Agent Help Reject	325	Page Remove/Replace
361	Automatic Intercom Access	397	Program Keys
360	Automatic Line Access	392	Program Station Password
350	Automatic Line Answer	6	Queue (Callback) Request
313	Background Music	385	Record-A-Call
355	Call Forward All Calls	380	Redial
357	Call Forward If Busy	331	Redirect Call
356	Call Forward If No Answer	305	Reminder Message
358	Call Fwd. If No Answer/Busy	306	Reminder Message Cancel
5	Conference	359	Remote Programming
301	Change Language	4	Reverse Transfer
394	Default Station	396	Review Keys
307	Directory	377	Ring Intercom Always On/off
300	Display Time And Date	398	Ring Tone Selection
372	Do-Not-Disturb On/Off	321	Station Monitor
373	Do-Not-Disturb Override	382	Station Speed Dial
395	Feature Key Default	383	Station Speed Dial Program
312	Group Listen	354	System Forward On/Off
319	Handsfree On/Off	381	System Speed Dial
317	Headset On/Off	399	Switch Keymap
336	Hold – Individual	346	Transfer To Hold
335	Hold – System	345	Transfer To Ring
330	Hookflash		

Phone System and Voice Mail Feature Guide

Using Voice Mail

To enter your voice mailbox:

1. Dial the Voice Mail extension number.
2. Press ✳ and enter your mailbox number.
3. Enter your password and press #.
4. You have the following options:
   - Press 1 to listen to new messages.
   - Press 2 to leave a message.
   - Press 3 to listen to saved messages.
   - Press 4 to program personal options and remote message notification (if enabled).
   - Press 5 for message options (undelete messages or cancel unheard sent messages)

Voice Mail will guide you through the options with voice prompts. For your convenience, the table inside this guide summarizes the options available when listening to messages, after the message, and when leaving a message.

REMOTE FEATURE ACCESS

Remote Feature Access allows you to place your phone in Do-Not-Disturb mode or forward calls, either from another phone or through a special dial-up line.

If you do not hear a tone after each step, or if you hear repeating tones, you have made a mistake or the feature is restricted. Start over.

To use Remote Feature Access:

1. *EITHER,* Call _____ (number provided by your system administrator). If required, enter your password.
   OR, Use any phone on the system.
2. Enter **3** **5** **9**.
3. Enter your extension number.
4. Enter your password followed by **#**.
5. You can now use the features described below and at right.

To change Station Password:

1. Enter **3** **9** **2**.
2. Enter your current password and press **#**.
3. Enter the new password and press **#**.
4. Enter the new password again for verification and press **#**.

To turn on Do-Not-Disturb:

1. Enter **3** **7** **0**.
2. Enter message number 01-20 (see default message list below).
3. If desired, enter the optional second-line message text (see keypad character chart on next page).
4. Hang up.

To turn off Do-Not-Disturb:

Enter **3** **7** **1** and hang up.

Do-Not-Disturb Messages

01	DO-NOT-DISTURB	11	OUT OF TOWN 'TIL
02	LEAVE A MESSAGE	12	OUT OF OFFICE
03	IN MEETING UNTIL	13	OUT UNTIL
04	IN MEETING	14	WITH A CLIENT
05	ON VACATION 'TIL	15	WITH A GUEST
06	ON VACATION	16	UNAVAILABLE
07	CALL ME AT	17	IN CONFERENCE
08	AT THE DOCTOR	18	AWAY FROM DESK
09	ON A TRIP	19	GONE HOME
10	ON BREAK	20	OUT TO LUNCH

Keypad Key Characters

	NUMBER OF TIMES KEY IS PRESSED				
KEY	1	2	3	4	5
1	-	&	(	)	1
2	A	B	C	'	2
3	D	E	F	!	3
4	G	H	I	*	4
5	J	K	L	# or /	5
6	M	N	O	N or #	6
7	P	Q	R	S	7
8	T	U	V	?	8
9	W	X	Y	Z	9

NOTE: The characters under the 4 digit are dependent on the software version.

To turn on Call Forward:

1. Enter one of the following Call Forward feature codes.

All Calls	355
If No Answer	356
If Busy	357
If No Answer/Busy	358

2. Enter an extension number or enter a line access code followed by an outside telephone number.
3. Hang up.

To turn off Call Forward:

1. Enter **3** **5** **5**.
2. Press **#** and hang up.

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If you have questions or comments about this User Guide, contact Inter-Tel Technical Publications at: Tech_Pubs@inter-tel.com

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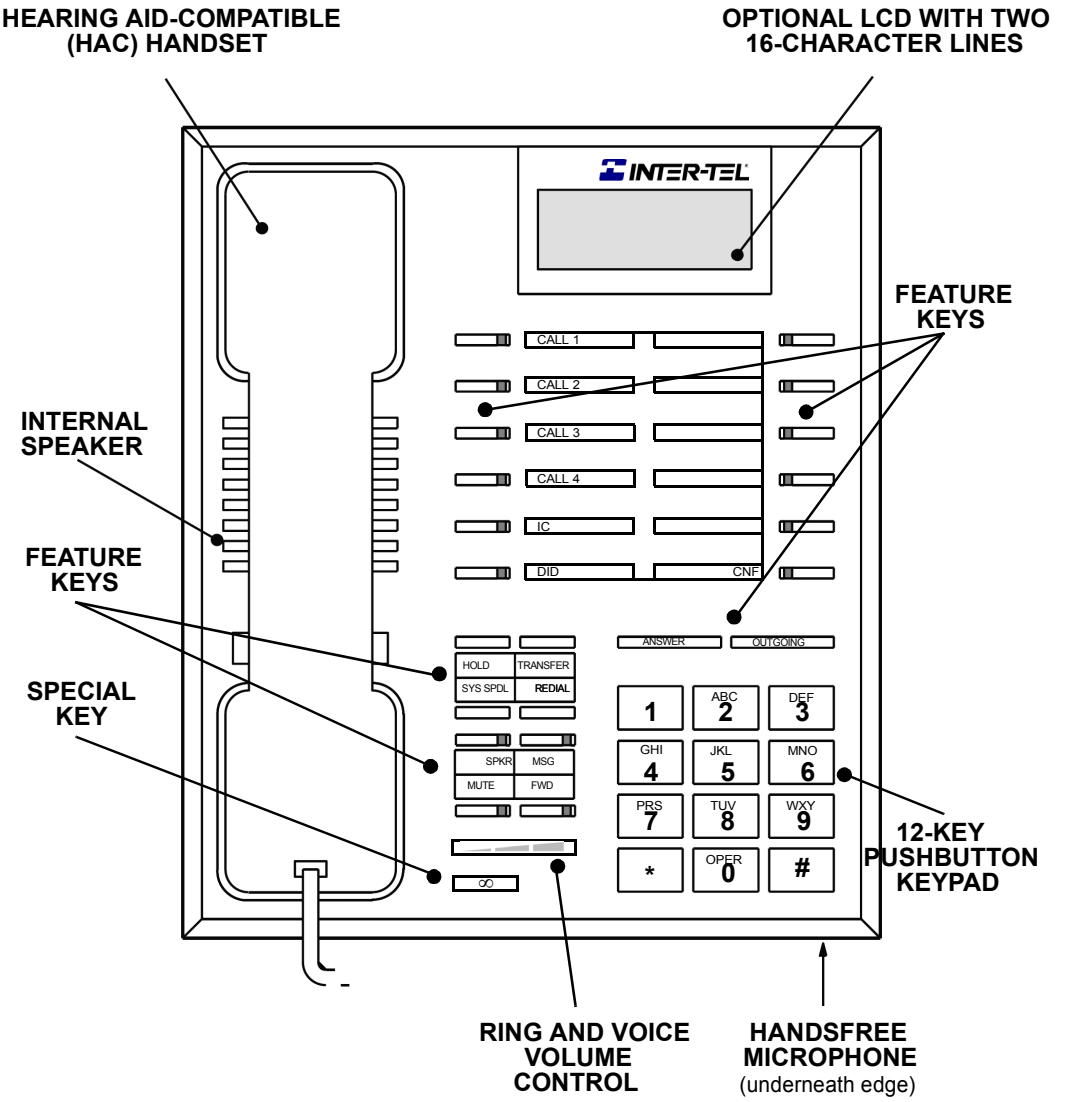
WELCOME

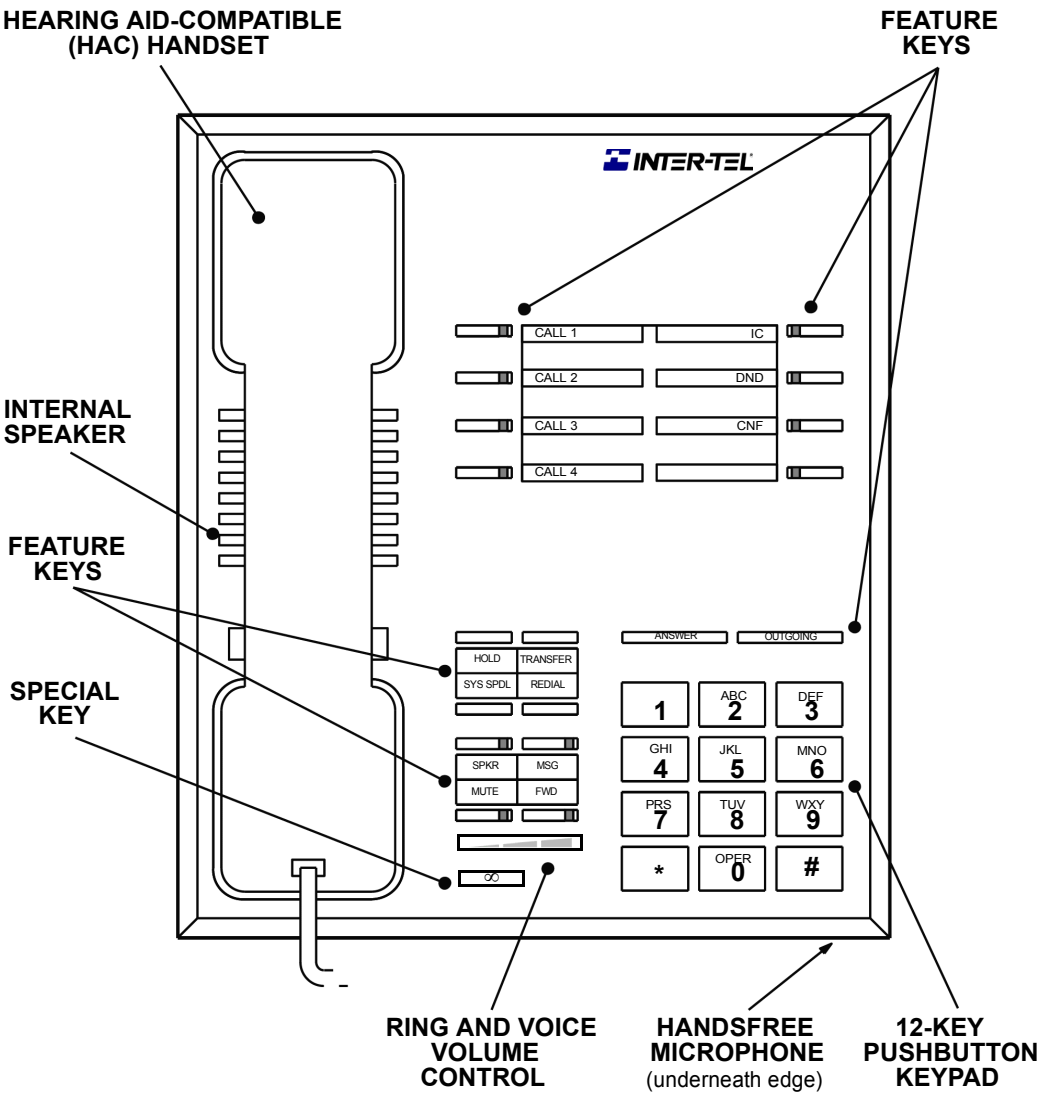
It's time to get connected with the future using your new Standard Display or Basic Digital Phone. But before you do, you should know the different parts associated with your phone.

Standard Display Phone



NOTE: The keys are shown as they appear in the default configuration, yours may have been programmed differently.

Basic Digital Phone



NOTE: The keys are shown as they appear in the default configuration, yours may have been programmed differently.

About Your Phone

The buttons on your phone are called “keys,” which is why the phone is sometimes called a “Keyset.” Your phone has two basic types of keys:

- **Keypad Keys:** Allow you to enter numbers and letters.
- **Feature Keys:** Provide quick access to various phone and voice mail features.

For details about the feature keys, see the following section.

Feature Key Functions

The feature keys are designed to automate some of the commonly-used functions, such as dialing an outside number. Each of these is described in the table below.

KEY	IF YOU...	YOU CAN...	PG.
ANSWER	Press ANSWER.	Answer a call.	14
OUTGOING	Press OUTGOING and dial the number.	Place an outgoing call.	13
CALL or LINE	Press an unlit key or the flashing key.	Select an outside line or answer a call.	13, 14
IC	Press IC.	Access an intercom call.	11
DND	Press unlit or lit DND.	Enable/disable Do-Not-Disturb mode.	31
CNF	Press CNF and dial the numbers you would like to add to the conference.	Place a conference call.	16
HOLD	Press HOLD.	Put a call on hold.	15
TRANSFER	Press TRANSFER and dial the destination number.	Transfer a call.	17
SYS SPD	Press SYS SPD.	View or access System Speed-Dial numbers.	47
REDIAL	Press REDIAL.	Redial a telephone number or save the last number dialed.	19
SPKR	Press SPKR and hang up.	Put a call on the speaker.	
MSG	Press MSG.	Leave or listen to a message.	23
MUTE	Press MUTE.	Mute the microphone.	22
FWD	Press FWD and dial destination number.	Forward calls to the specified number.	18
	Press the high or low end of the key.	Adjust volume during a call.	32

In addition to the keys identified in the preceding table, your phone has a Special key (∞). Depending on how your telephone system is configured, you may need to press this key before you dial a feature code.

NOTE: Because the Axxess telephone system allows customized feature keys, your phone may have been reprogrammed so that the feature keys do not match those described in this guide.

Display

Your Standard Display phone has two lines of display with 16 characters per line. When your phone is idle, this display shows your extension number, your user name, the time of day, and the date. At other times, it may display reminder messages, Do-Not-Disturb messages, numbers dialed, call sources, elapsed time of calls, current call costs, error messages, etc.

NOTE: The Basic Digital Phone does not have a display.

Because the display can only support 16 characters, you may see a few abbreviations. The most commonly used abbreviations are provided in the table below.

ACCT CODE	Account Code
CNF	Conference
DEST	Destination
DIR	Directory
DND	Do-Not-Disturb
EXT	Extension
MSG	Message
RCL	Recall
SPKR	Speaker
SPKRPHN	Speakerphone
STN SPD	Station Speed Dial
SYS SPD	System Speed Dial
TFR	Transfer
TG	Trunk Group (a group of outside lines)
TRNK	Trunk (an outside line)

About Voice Mail

Voice mail is an application that is part of the Inter-Tel Voice Processing Unit. With the voice mail application, you and other callers can send and receive recorded messages from any station or touch-tone telephone. To use this and other features, each user (you included) is assigned a "voice mailbox," which usually corresponds to a valid extension number. You can, however, have an "unassociated" mailbox that does not correspond to an extension. Unassociated mailboxes are typically used for agents or other personnel who don't have a permanent office.

With your voice mailbox, you can use personal or system greetings to let callers know if you are out of town, on a call, etc. (see page 39). If a caller reaches your voice mailbox, they can leave a message, hang up, or access an attendant.

In addition, the Voice Mail Administrator can program "group lists" of mailboxes. With these lists, you can send a message to a group of people by entering one number instead of everyone's individual mailbox number.

NOTE: You cannot delete messages that are sent using group lists (see page 30).

WHAT YOU SEE AND HEAR

As you can see, your Standard Display or Basic Digital Phone and Axxess system come equipped with a lot of "bells and whistles." To help you understand what everything means, it is recommended that you read the following information *before* you use your phone:

- Your telephone system may be programmed for one or two dial tones. Systems with two dial tones have one for intercom calls and one for outside calls.
- Many features "time out" if you wait too long before performing the next step. If this happens, you must hang up and start again.
- If you hear four fast tones or repeating fast tones, you have pressed an invalid key combination, tried to select a restricted line, dialed a restricted or invalid number, dialed too slowly between digits, or waited too long before performing the next step. Hang up and try again.
- Some phone models have red/green lamps in the feature keys. Green indicates a call is ringing, holding, or active on your phone. Red means the call is on another phone. If the keys only light red, either your phone does not have the green lamps, or the system is not programmed to support the two lamp colors.

NOTE: Your phone may be programmed to always use red lamps for calls ringing directly to your phone.

- The key lamps may be solidly lit or flashing to indicate the status of a call or feature. To avoid confusion, this guide uses different icons to signify that a lamp is unlit (CNF), lit, (CNF), or flashing (CNF).
- "Off hook" means that either the handset is lifted or the speakerphone is on (SPKR is lit). "On hook" indicates that the handset is in the cradle or the speakerphone is off. For example, you must first go "off hook" to make a call, but you must go "on hook" to end a call.
- If MSG is lit when using a directory or entering a message, you are in alphanumeric mode, which allows you to enter letters. If MSG is unlit, you are in numeric mode and can only enter numbers and special characters.
- Handsfree" mode indicates that a call is connected through the speakerphone (i.e., you don't have to lift the handset to speak). While in handsfree mode, you can make or receive calls.

ABOUT THIS GUIDE

NOTE: Because the Axxess telephone system is very flexible and programmable, the procedures for using the features might vary slightly from the descriptions in this guide. If so, your trainer or System Administrator can tell you how your system differs and how to use the features.

ALSO: If your telephone system uses a different voice mail system, you will be provided with a separate user guide for that system.

This guide contains instructions for using the Standard Display and Basic Digital Phones on the Inter-Tel Axxess and voice mail systems. To help you find information more quickly, this guide is divided into four separate sections, as indicated by the tabs.

These sections include the following:

- **Finding Your Way:** This section provides the map for your phone and this guide. It includes figures and general information designed to help you find what you need.
- **Getting Started:** If you need to make a call, this is the section for you. It not only includes basic phone and voice mail information, but it provides instructions on how to perform everyday tasks, such as answering calls, making calls, accessing voice mail, etc.
- **Moving On:** Once you've got the basics down, it's time to move on to the advanced features. In this section, you'll learn how to program speed-dial numbers, use remote messaging, define secondary extensions, and access other helpful features.
- **Learning More:** This is the place where the answers are. With a Frequently Asked Question (FAQ) section and additional information about the phone and voice mail systems, you can perform basic troubleshooting and learn more about the system.

In addition, this guide contains an index, a list of default feature codes, and a voice mail flow chart for easy reference.

NOTE: If you need to access information quickly, refer to the *Quick Reference Guide* attached to the front of this guide. You can also tear out the pocket guide to keep as a handy reference for features you are likely to use while away from the office (Remote Feature Access and Voice Mail).

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WELCOME

Now that you know what your Standard Display or Basic Digital Phone can do, it's time to start using it. In this section, you'll learn how to make and receive calls, transfer calls, retrieve voice mail messages, and much more.

INITIALIZING YOUR MAILBOX

The first thing you should do is initialize your mailbox. This allows you to:

- Change the default password number to a personal password
- Record a name to identify yourself in the company directory
- Listen to the voice mail introduction

To initialize your mailbox:

1. Dial the voice mail extension number. (You hear the main menu.)

   NOTE: If you don't know what the voice mail extension number is, please check with your System Administrator.

2. Press ✳ to identify yourself as a subscriber.
3. Enter your mailbox number and default password.

   NOTE: Your mailbox number is your default password.

4. *If you want a password,* enter a new password using digits 0-9 (up to 12 digits). Then press #. Voice mail plays back your password.
   If you do not want to use a password, just press #.
5. Press # to accept the entry or press 3 to re-enter your password. The system prompts you to record your directory name.
6. After the tone, record your first and last name. When finished, press #.
7. Do one of the following:
   - Press # again to accept the name.
   - Press 1 to replay the name you just recorded.
   - Press 2 to add to your name.
   - Press 3 to erase and re-record your name.

The system then plays a prompt that introduces you to the basic voice mail features. You can skip this introduction by pressing #, if desired.

MAKING AND RECEIVING CALLS

Making and receiving calls is the basic purpose of any phone. With your Standard Display or Basic Digital Phone, you can make/receive intercom, outside, and emergency calls.

Intercom Calls

Your extension number allows other people to place intercom calls to you, without dialing any extra codes. And, because every phone in your phone system is assigned an extension number, you can call other people in your system quickly and easily.

NOTE: Ask your System Administrator for a list of extensions.

Placing Intercom Calls

To place an intercom call:

1. With or without the handset lifted, dial an extension number.
2. *If your call goes through handsfree to a phone's speaker,* speak after you hear a double tone.

   If you hear continuous ringing, wait for the call to be answered.

To place a non-handsfree call that will ring at the other phone until answered:

Press # before dialing the extension number.

To program your phone to *always* send non-handsfree calls using the Ring Intercom Always feature:

With the handset in the cradle, dial 3 7 7. The current status is shown.

To leave a message if there is no answer or the phone is busy:

Press MSG. Then hang up or wait for their message center to answer. (See page 24 for more Message options.)

NOTE: This option appears only if the called phone has a voice mailbox.

If the phone is busy when you place an intercom call, you can do any of the following:

- *To stay on the line and wait for the phone to become available:* Do not hang up. After a system timer expires, you hear music until the phone is available. (You cannot do this if the called phone is in Do-Not-Disturb mode.)
- *To request a callback (queue on to the phone):* Press 6 and hang up. When the phone is available, your phone rings. (To cancel the queue request before the callback, press 6.)
- *To use the Off-Hook Voice Announce feature (if the called phone is programmed for it):* Do not hang up. After the busy signals stop, you are automatically connected and may speak. (If you hear music or if the phone is in Do-Not-Disturb mode, your off-hook voice announce call will not go through.) This allows you to talk to the phone user on his or her handsfree speakerphone, even though the user already has a call in progress on the handset. This feature is not available if your phone has the Ring Intercom Always feature enabled.

Receiving Intercom Calls

To receive an intercom call that comes in through your speakerphone:

EITHER, Respond handsfree.

OR, Lift the handset for privacy.

To receive a ringing (non-handsfree) intercom call:

EITHER, Lift the handset for privacy.

OR, Press SPKR or IC to respond handsfree.

NOTE: You must lift the handset if the caller has the Ring Intercom Always feature enabled.

To disable your phone's handsfree answering feature:

With the handset in the cradle, dial 3 1 9. (Repeat this step if you want to enable this feature again.)

To redirect a ringing call to another extension or to an outside number:

1. Press ∞ and dial 3 3 1.
2. Enter the extension or outside number to which you want to redirect the call. See page 19 for more information.

To receive an Off-Hook Voice Announce call (a call through your speaker) while you are on a call:

When you hear a single tone and see an incoming call display, you can do the following:

- *To accept the call on the speakerphone without ending your current call:* When you hear a double tone, you may talk handsfree with the caller through the speakerphone. (The caller on the handset will be able to hear both you and the party on the speakerphone.)
- *To block the call from coming through the speaker:* Do the following:
  a. Press SPKR [] to allow the incoming intercom call to camp on. The IC key flashes, and the call is placed on hold.
  b. Press DND [] to place your phone in Do-Not-Disturb (DND) mode, if desired. (See page 31 for more information about Do-Not-Disturb mode.)

NOTE: To use this feature, the installer or System Administrator must program your phone to receive Off-Hook Voice Announce calls.

Outside Calls

With outside calls, you can talk to people who aren't members of your phone system. When you make an outside call, however, you must dial any area codes or long distance digits that your telephone company requires.

Placing Outside Calls

To place an outside call:

1. With or without the handset lifted, press OUTGOING.
2. Dial the desired number.

NOTE: If you see a request for an account code and hear a single beep, you must dial an account code before you can place your call (see page 51).

Depending on how your system is programmed, you may be able to use one of the following methods to select an outgoing line, instead of pressing the OUTGOING key:

- Dial the Outgoing Call feature code (default is 8).
- Press an unlit CALL key, if you have one.
- Press an unlit LINE key, if you have one.
- Dial a Select Line Group feature code (the defaults are 92001-92208 but may differ depending on the software version).
- Dial the Automatic Route Selection (ARS) feature code (the default is 92000 but may differ depending on the software version).

To request a callback (queue on to the line) if all outgoing lines are busy when you try to call out:

When you hear busy signals, press 6 and hang up. When the line is available, your phone rings.

To cancel the queue request before your phone rings:

Press 6.

When dialing the number, you can do one of the following:

- Use the speed-dial directory. See page 52.
- Use the Station Speed-Dial feature. See page 46.
- Use the System Speed-Dial feature. See page 47.
- Redial the last number you dialed. See page 19.

Receiving Outside Calls

To receive an outside call:

EITHER, Lift the handset.

OR, Press ANSWER.

Depending on how your system is programmed, you may be able to use one of the following methods instead of pressing ANSWER:

- Press the flashing CALL key, if you have one.
- Press the flashing LINE key, if you have one.

To redirect a ringing call to another extension or to an outside number:

1. Press ∞ and dial 3 3 1.
2. Enter the extension or outside number to which you want to redirect the call. See page 19 for more information.

Emergency Calls

With the Axxess phone system, you do not have to access an outside line (press OUTGOING) to dial an emergency number.

To make an emergency call:

Dial 9 1 1. A call is automatically placed to the preset emergency number.

Call Waiting

If you receive a call while you are already on another call, you will hear a "call waiting" tone and/or you will see a display.

To respond to a waiting call (you hear a single tone and a key is flashing):

- *To end the current call:* Hang up. The waiting call rings in.
- *To place the current call on hold:* Press HOLD. Then press the flashing key to answer the waiting call.
- *To have the caller hear Do-Not-Disturb signals:* Press DND. (See page 31 for more information about Do-Not-Disturb mode.)

PLACING CALLS ON HOLD

You can place calls on hold in one of two ways: individual or system.

- ***Individual Hold*** places the call on hold at one phone. It can then be directly picked up at that phone or it can be picked up at another phone using the Call Pickup (Reverse Transfer) feature (see page 18).
- ***System Hold*** places the call on hold in the system. You can then pick up the call at any phone that has a flashing key for the call, including the phone that placed it on hold.

NOTE: You cannot place intercom calls on system hold.

To place a call on Individual Hold:

1. Press HOLD.
2. Hang up or place another call.

To place an outside call on System Hold:

1. Press ∞ and dial 3 3 5.
2. Hang up or place another call.

To return to a call that is on hold:

Lift the handset and press the flashing key.

PLACING CONFERENCE CALLS

With the Conference feature, you can establish a conference call with up to three intercom and/or outside parties (four, including you).

To place a conference call:

1. While on the first call, press CNF to put the call on hold.
2. Place another intercom or outside call.
3. Press CNF to place the call on hold. (If necessary, repeat this step to place one more call on hold.)
4. Press CNF to join all of the calls together in the conference.

During the conference call, you can do the following:

- *To place the conference on hold:* Press HOLD. This places the conference on hold without disconnecting the parties. To return to the conference, press CNF.
- *To drop out of the conference:* Press CNF and hang up. This removes your phone from the conference, but leaves the other parties connected.
- *To add additional parties to the conference:* Do the following:
  a. Press CNF. This leaves the conference parties connected.
  b. Place a call to the party to be added to the conference.
  c. Press CNF twice to put yourself and the new party into the conference
- *To end the conference and place all parties on individual hold:* Press CNF and then press HOLD to place all of the parties on individual hold. You can then speak to one party at a time by pressing HOLD or a flashing key.
- *To mute your microphone:* Press MUTE. This turns your microphone on or off during the conference. If mute is enabled, you can hear the conferenced parties, but they cannot hear you.
- *To transfer the conference to another extension or to voice mail:* Press TRANSFER and dial the desired extension number. Then hang up when you are ready to complete the transfer.

TRANSFERRING CALLS

Although transferring calls is considered a basic function of a phone, your Standard Display or Basic Digital Phone has many advanced options for this feature. With your phone, you can transfer to another extension, voice mail, or even an outside line.

To Another Extension

1. *EITHER,* Press **TRANSFER**.
   OR, Press **∞** and dial **3** **4** **6** to place the call on hold at the other phone.
2. Dial the desired extension number.
3. Wait for an answer, announce the call, and then hang up.
   If the number is busy, there is no answer, or the transfer is refused, press the flashing key to return to the caller.

NOTE: If you are receiving a transferred call and the Transfer-To-Connect option is enabled for your phone, you are automatically connected to the transferred caller once the transferring party hangs up. If this option is disabled, you must press a **CALL** key to answer the transferred call.

To Voice Mail

1. Press **TRANSFER**.
2. Dial the voice mail extension number.
3. *EITHER,* Dial the desired mailbox number and hang up.
   OR, Hang up to send the call to the voice mail menu (so that the caller can select the mailbox number).

To an Outside Number

1. Press **TRANSFER**.
2. Select an outgoing line and dial the desired telephone number.
3. Wait for an answer, announce the call, and then hang up.
   If the number is busy, there is no answer, or the transfer is refused, press the flashing key to return to the caller.

To Pick Up (Reverse Transfer) a Call

1. Lift the handset and dial **4**.
2. Dial the extension or hunt group number where the call is ringing or holding. (See page 58 for more information about hunt groups.)

NOTE: If the Group Call Pickup feature is enabled, you can pick up a call ringing at any station in a hunt group by dialing the hunt group's extension number *(available in versions 5.2 and higher)*.

FORWARDING CALLS

With the Forwarding feature, you can have calls follow you (e.g., forwarded to a cell phone), or you can redirect calls to a voice mail or other extension.

Manual Call Forwarding

Manual call forwarding allows you to send incoming calls to another extension number. You can even forward calls to outside numbers, if your phone is programmed to allow this.

To forward calls:

1. Press **FWD** or enter one of the following feature codes:
   - **3** **5** **5** (Call Forward All Calls): All incoming calls are forwarded without ringing at your phone.
   - **3** **5** **6** (Call Forward If No Answer): All incoming calls are forwarded if they are not answered before a timer expires.

     NOTE: You cannot adjust this timer. Only the installer or System Administrator can.

   - **3** **5** **7** (Call Forward If Busy): When your phone is busy, all incoming calls are forwarded without ringing at your phone.
   - **3** **5** **8** (Call Forward If No Answer or Busy): All incoming calls are forwarded if your phone is busy or if you do not answer, as described above.
2. Do one of the following:
   - *To forward to an outside telephone number:* Select an outgoing line and dial a telephone number.
   - *To forward to an extension number:* Dial the extension number.
   - *To forward to your message center:* Press **MSG**.

To cancel any call forward request:

Press **FWD** and then **SPKR**.

Redirect Call

NOTE: This feature is available only with versions 5.3 and higher Axxess software.

The Redirect Call feature allows you to forward any call that is ringing on your phone without having to answer the call.

NOTE: You cannot redirect calls to an extension that is in Do-Not-Disturb or to a restricted outside number.

To redirect a call to an extension number:

1. Press ∞ and dial 3 3 1.
2. Dial the extension number.

To redirect a call to an outside telephone number:

1. Press ∞ and dial 3 3 1.
2. Enter the outside telephone number.

Automatic System Forwarding

Automatic System Forwarding allows your System Administrator to route calls based on the type of call and the status of your telephone. Although you cannot program the path of a system forward, you can enable or disable this feature on your phone.

To enable or disable System Forwarding:

Dial 3 5 4.

REDIALING A NUMBER

In an ideal world, someone will always answer the phone when you call. But, because you will occasionally receive a busy signal or no answer, it's nice to have the Redial feature. Although most phones redial the last number *dialed*, your System Administrator can program your phone to redial the last number *saved*.

To use the Last Number Dialed feature (if enabled):

With or without the handset lifted, press REDIAL. A line is selected automatically, and the number is dialed.

To use the Last Number Saved feature (if enabled):

- *To save the last number dialed:* While the phone is idle or while listening to intercom dial tone, press REDIAL.
- *To redial the saved number:* While on a call or after selecting a line, press REDIAL. A line is selected automatically, and the number is dialed

DISPLAYING INFORMATION ON YOUR PHONE

Your Standard Display Phone has two lines of display where you can view information, such as the date and time or the outside party's name/number.

NOTE: These options do not apply to the Basic Digital Phone.

Date, Time, Name, and Extension Number

You can temporarily display the system date and time, your user name, and your extension number at any time.

To show the date and time display (while on a call, in Do-Not-Disturb, etc.):

Press ∞ and dial 3 0 0.

Outside Party's Name

NOTE: This feature is available only in versions 4.4 and higher Axxess software.

If you are currently connected to an outside caller with Caller ID, you can toggle between displaying the caller's name and number.

To show the outside party's name:

Press ∞ and dial 3 7 9.

NOTE: If there is no outside party name available, the display shows CANNOT ACCESS FEATURE.

USING A HEADSET

With an electret headset, you can talk on the phone handsfree, without using your speaker and microphone.

NOTE: If your headset has a power-saver mode, make sure the System Administrator has the Headset Connect Tone flag enabled in the telephone system. If this flag is *not* enabled, you may miss the first few seconds of incoming calls.

To connect a headset:

1. Unplug the coiled handset cord from the base of the phone. (Leave the handset in the cradle.)
2. Insert the headset plug into the vacant handset jack.
3. While on hook, enter the Headset On feature code (3 1 5) or the Headset On/Off feature code (3 1 7). The display shows HEADSET MODE ON.

To disconnect a headset:

1. Unplug the headset cord from the base of the phone.
2. Plug the coiled handset cord into the vacant jack.
3. While on hook, enter the Headset Off feature code (3 1 6) or the Headset On/Off feature code (3 1 7). The display shows HEADSET MODE OFF.

NOTE: If using a headset, press SPKR to connect and disconnect calls.

USING THE SPEAKER AND MICROPHONE

If you are not using a headset, you can talk handsfree using your speaker and microphone. You can also use the speakerphone for on-hook dialing, call monitoring, and background music.

Mute Key

To mute the microphone so that you can hear the other party but they cannot hear you (this does not put them on hold):

Press MUTE.

To return to the call:

Press MUTE.

Group Listen Using the Speaker

With the Group Listen feature, you can transmit a conversation over the speaker while you use the handset or headset to continue speaking. This allows other people to hear the caller while the caller can only hear you.

NOTE: You cannot use this feature on a handsfree call. You must be on a call using the handset or a headset before entering the feature code.

To turn the group listen feature on or off during a call:

Press ∞ and dial 3 1 2. You hear a confirmation tone (the other party does not hear this tone).

NOTE: If you are using the handset, the SPKR key lamp will remain unlit, even though the speaker is on. This allows you to place the call into handsfree mode at any time during the call by pressing SPKR and hanging up. If you are using a headset, however, the SPKR key lamp is lit. Pressing SPKR will disconnect the call.

Enhanced Speakerphone Mode

The Enhanced Speakerphone Mode improves transmission quality while on a speakerphone call over a limited volume level range (typically the range is 1 to 3).

NOTE: To use this feature, the System Administrator or installer must program your phone for Enhanced Speakerphone Mode.

To enable enhanced speakerphone mode while on a call:

EITHER, Press ∞ and then SPKR.

OR, Press ∞ and dial 3 1 0. The speakerphone will return to standard mode when you end the call.

There will be about one second of white noise while the speakerphone circuitry is calibrated to the call. (Both parties should avoid speaking during this white noise.) If the speakerphone cannot be calibrated correctly, displays show CANNOT ENABLE ENHANCED MODE.

NOTE: Two Display Phones cannot be in enhanced mode while on a call together; one phone must be off hook to allow the other phone to enter enhanced speakerphone mode. Also, on some long-distance calls, the outside party may hear his or her own echo when speaking to a Digital Phone. If the amount of echo is objectionable, do not use the Enhanced Speakerphone Mode.

USING THE MESSAGE KEY

In today's busy world, it's almost guaranteed that you will call someone that is on another call, does not answer, or is in Do-Not-Disturb (DND). But, with the MSG key, you can let the other person know you called.

When you leave a message, you can:

- **Have the called party return your call.** When the party you called responds to the message indication, a call is automatically placed to your phone.
- **Leave a message with the called party's message center (which can be a person or voice mail).** When the party you called responds to the message, a call is automatically placed to his or her message center instead of your phone.

To indicate that a message is waiting, your phone's MSG key flashes, and the display shows the number of waiting messages.

NOTE: Because single-line set users don't have a MSG key, users will hear six short tones after lifting the handset or pressing the hookswitch when a message is left.

Leaving Messages

To leave a message while on an intercom call:

1. Press MSG.
2. Hang up or wait for the message center to answer.

To leave a message without placing an intercom call:

1. Press 3 6 7.
2. Dial the desired extension number.

To cancel a message that you left at another phone:

1. Press 3 6 6.
2. Dial the extension number of the phone where you left the message.

Retrieving Messages

To retrieve a message (MSG key is flashing):

Lift the handset and press MSG. A call is automatically placed to the phone or message center that left the message. (See the following section for information about entering your mailbox.)

To select the message you want to answer first (display phones only):

1. With the handset in the cradle, press MSG repeatedly to view your waiting messages.
2. When the desired message is displayed, press # or lift the handset for privacy and then press # to respond.

To cancel a waiting message with a display phone:

1. Press MSG repeatedly to view your waiting messages.
2. Press * to cancel the desired message when it is displayed.

To cancel a waiting message with a non-display phone:

While on hook, press 3 6 8.

ENTERING YOUR MAILBOX

If you've got a message waiting in your mailbox, you must access your voice mailbox to retrieve it.

TIP: Generally speaking, pressing # during any voice mail operation will advance you to the next step. For example, when leaving a voice mail message for another voice mail user, you can press # to skip the person's introductory message and proceed directly to the recording phase. Similarly, while listening to messages, you can press # to skip the system-generated voice prompts and proceed directly to the playback phase. You can also press * to Cancel or return to the Previous Menu at any menu level.

When you enter your mailbox, the system may play one of the following messages:

- **Mailbox almost full or full:** If your mailbox is full, no new messages can be received until you delete waiting or saved messages.
- **Message count:** The system tells you how many messages are waiting to be heard, if any, and how many are priority messages.
- **Remote Messaging:** The system will indicate whether primary or alternate Remote Messaging is selected when the Remote Messaging feature is enabled (se page 55). It will also alert you if a programming error has been detected and/or if it encountered busy system resources when attempting to place a Remote Messaging call.

NOTE: All of the menu options used for voice mail features are presented as numeric entries in the following instructions. You can, however, access these options using the menu selection keys beside the display.

To enter your mailbox:

1. Dial the voice mail extension number. (You hear the main menu.)
2. During or after the greeting, press * to identify yourself as a subscriber.
3. Enter your mailbox number and your personal password (if programmed). Then press #.

   NOTE: If you do not have a password, just press #. See page 41 for information on programming passwords.

USING VOICE MAIL MESSAGES

Once you've entered your mailbox, the system will tell you how many new and saved messages you have. You can then listen to messages, delete messages, save messages, etc.

Listening to Messages

To listen to messages:

1. Enter your mailbox as described on page 25.
2. *EITHER,* Press 1 to listen to your new messages.
   OR, Press 3 to listen to your saved messages.
3. While you are listening to a message, you can use the following options:
   - Press # to skip to the end of the recording.
   - Press 1 to back up.
   - Press 2 to pause. Then press any key to continue.
   - Press 3 to skip ahead.
   - Press 4 to lower the volume.
   - Press 5 to play the message envelope.
   - Press 6 to raise the volume.
   - Press 7 to save the new message in your mailbox.
   - Press 9 to delete the message from your mailbox.
4. When the message has finished playing, you have the following options:
   - Press 1 to replay the message from the beginning.
   - Press 2 to reply to the message. If you are using version 5.1 or higher software, you have the following options (earlier versions only leave voice mail messages):
     — Press 1 to leave a voice mail message for the caller.

     If the caller had a mailbox number, it will ask you to verify the destination by pressing #.

     If the number was not associated with a mailbox, it will ask you to enter a mailbox number.

     If the message was from an outside caller, you cannot leave a voice mail message.

— Press **2** to make a return call. Your call will be transferred automatically to the caller's extension or telephone number, if available.

If the extension number is not available, you will have the option of leaving voice mail.

If the telephone number is not available, you cannot reply to the message.

- Press **3** to forward a copy of the message to another subscriber. If you want to include an introduction, press **1**. If not, press **#** to forward the message without additional comments.
- Press **4** to listen to the previous message.
- Press **5** to play the introductory message envelope (see page 41 for information on envelope options).
- Press **6** to listen to the next message.
- Press **7** to save the new message in your mailbox.
- Press **9** to delete the message from your mailbox.

5. Hang up.

Undeleting Messages

NOTE: This feature is available only in versions 5.1 and higher Axxess software.

If you accidently delete a voice mail message, you can retrieve it within a specific time frame (programmed by your System Administrator). Any retrieved messages are then restored to your saved-message queue. Messages that are not undeleted within the programmed time (up to 24 hours) are automatically erased.

To recover deleted messages:

1. Enter your mailbox as described on page 25.
2. Press **5** for Message Options.
3. Press **2** to access undelete options. Your options are:
   - Press **1** to listen to your deleted messages and choose which ones to delete or recover. After each message you can:
     - — Press **1** to replay the message.
     - — Press **2** to reply to the message.
     - — Press **3** to forward the message to another mailbox.
     - — Press **4** to listen to the previous message.
     - — Press **5** to play the message envelope.
     - — Press **6** to listen to the next message.
     - — Press **7** to recover the message.
     - — Press **9** to purge the message from your mailbox.
   - Press **2** to recover all of your deleted messages and store them as saved messages.
   - Press **3** to erase all of your deleted messages.
4. Hang up.

Sending Messages

To send a message:

1. Enter your mailbox as described on page 25.
2. Press 2.
3. Dial the desired mailbox number or group list number.
4. Press # to accept the subscriber's name.
5. Record your message after the tone. While recording, you have the following options:
   - Press 2 to pause while recording. Then press any key to continue.
   - Press 3 to erase and re-record your message.
6. When finished recording, hang up or press # to access the following options.
   - Press # to send the message and return to the voice mail options.
   - Press 1 to replay your message.
   - Press 2 to add to your message.
   - Press 3 to erase and re-record your message.
   - Press 9 to use the special delivery options. You can then use ***one or more*** of the following options:
     — Press 1 to mark the message "private." (This prevents the recipient from forwarding it to other subscribers.)
     — Press 2 to mark the message "certified." (When the recipient listens to the message, you will receive a receipt notice.)
     — Press 3 to mark the message "priority." (This will place your message ahead of all other waiting messages in the receiving mailbox.)
     — Press * to cancel delivery options.
     — Press # to deliver the message. (If you want to mark the message certified, private, and/or priority, you must do so before completing this step.) You may choose either of the following options:
       - Press # and enter another mailbox number to send the message to another destination.
       - Press * to exit and return to voice mail options.
7. Hang up.

Canceling Unheard Messages

NOTE: This feature is available only in versions 5.1 and higher Axxess software.

You can cancel unretrieved messages that you have sent to individuals, but not messages that you sent to group lists.

To cancel unheard messages:

1. Enter your mailbox as described on page 25.
2. While listening to the voice mail main menu, press 5 for Message Options.
3. Press 1.
4. When prompted, enter the number of the mailbox containing the unheard message.
5. Press # to confirm the mailbox you are selecting. Voice mail will tell you how many messages you have waiting at the mailbox and play them for you. After each message, you can:
   - Press 1 to replay the message.
   - Press 2 to add to the message.
   - Press 3 to forward the message to another mailbox.
   - Press 4 to listen to the previous message.
   - Press 5 to play the message envelope.
   - Press 6 to listen to the next message.
   - Press 7 to save the message in your mailbox.
   - Press 9 to delete the message.
6. Hang up.

USING DO-NOT-DISTURB MODE

If you are away from your desk, or if you do not want to be disturbed, you can use the Do-Not-Disturb (DND) feature. This halts all pages and calls to your phone, except queue callbacks, recalls, and direct ring-in calls. When other users call your phone, they hear a repeating signal of four fast tones and, if they have a display phone, see the DND message you have selected.

Your telephone system can have up to 20 different DND messages, each of which can be changed by the System Administrator, installer, or programmer. Your trainer or System Administrator will give you a list of the programmed DND messages. For convenience, you should update the following default list:

	DEFAULT MESSAGE	NEW MESSAGE		DEFAULT MESSAGE	NEW MESSAGE
01	DO-NOT-DISTURB		11	OUT OF TOWN 'TIL	
02	LEAVE A MESSAGE		12	OUT OF OFFICE	
03	IN MEETING UNTIL		13	OUT UNTIL	
04	IN MEETING		14	WITH A CLIENT	
05	ON VACATION 'TIL		15	WITH A GUEST	
06	ON VACATION		16	UNAVAILABLE	
07	CALL ME AT		17	IN CONFERENCE	
08	AT THE DOCTOR		18	AWAY FROM DESK	
09	ON A TRIP		19	GONE HOME	
10	ON BREAK		20	OUT TO LUNCH	

Because the system DND message only uses one line of your display, you can enter a second line of text, up to 16 characters. For example, if you select 03 (IN MEETING UNTIL) as your first line of text, you can enter "3:30" as your second line. Callers with a display phone will then see, "IN MEETING UNTIL 3:30."

To enable Do-Not-Disturb:

1. Press DND.
2. *EITHER,* Dial the two-digit number corresponding to the message you want to use.

   OR, Press the high or low end of the Volume key ( ) to scroll through the messages (display phones only).
3. *If desired,* customize the second display line by dialing the desired numbers or letters as described below:
   - *Remain in numeric mode (MSG key unlit):* Press the keypad keys to dial the desired numbers. Press # for a hyphen (-), * for a colon (:), FWD to leave a space, or MUTE to backspace.
   - *Change to alphanumeric mode (MSG key lit):* Press MSG and then press the keypad keys to enter the desired characters. (Refer to the chart below.) The number of times a key is pressed determines which character is entered. For example, 33377744432999 enters "FRIDAY." When adjoining characters are located under the same key, press FWD once to advance to the next character. For example, 6 FWD 666 FWD 6632999 enters "MONDAY." (Note that letters correspond to the letters printed on the keys.) Press FWD twice to leave a space or press MUTE if you need to backspace.
4. Press SPKR or lift and replace the handset.

To cancel Do-Not-Disturb mode:

Press DND.

	NUMBER OF TIMES KEY IS PRESSED										
KEY	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**	**11**
	ENGLISH CHARACTERS					**JAPANESE CHARACTERS****					
1	-	&	(	)	1	A	I	U	E	O	a
2	A	B	C	'	2	KA	KI	KU	KE	KO	i
3	D	E	F	!	3	SA	SHI	SU	SE	SO	u
4	G	H	I	*	4	TA	CHI	TSU	TE	TO	e
5	J	K	L	# or /*	5	NA	NI	NU	NE	NO	o
6	M	N	O	Ñ or #*	6	HA	HI	FU	HE	HO	tsu
7	P	Q	R	S	7	MA	MI	MU	ME	MO	ya
8	T	U	V	?	8	YA	YU	YO	.	,	yu
9	W	X	Y	Z	9	RA	RI	RU	RE	RO	yo
0	@	:	.	,	0	WA	WO	N	pa	ba	long

*The character available depends on the software version.

**The Japanese characters are only available if the Multilingual feature is enabled.

USING REMINDER MESSAGES

Never be late for a meeting again! With reminder messages, you can program your phone, up to 24 hours in advance, to alert you at a specified time. At the programmed time, the reminder message signals you with eight short tones, and your display shows the message. If you are on a call, you still hear the tones, and the message displays for ten seconds. Then the display returns after you hang up. (Reminder displays interrupt, but do not affect, programming.)

Your phone system can have up to 20 different Reminder messages, each of which can be changed by the System Administrator, installer, or programmer. Your trainer or System Administrator will give you a list of Reminder Messages for your system. For convenience, you should update the following default list:

	DEFAULT MESSAGE	NEW MESSAGE		DEFAULT MESSAGE	NEW MESSAGE
01	MEETING		11	CALL ENGINEERING	
02	STAFF MEETING		12	CALL MARKETING	
03	SALES MEETING		13	CALL ACCOUNTING	
04	CANCEL MEETING		14	CANCEL DND	
05	APPOINTMENT		15	CANCEL CALL FWD	
06	PLACE CALL		16	TAKE MEDICATION	
07	CALL CLIENT		17	MAKE RESERVATION	
08	CALL CUSTOMER		18	REVIEW SCHEDULE	
09	CALL HOME		19	LUNCH	
10	CALL CORPORATE		20	REMINDER	

To request a reminder message:

1. With the handset in the cradle, dial 3 0 5.
2. *EITHER,* Dial the desired two-digit number for the message that you want.

   OR, Press the high or low end of the Volume key ( ) to scroll through the messages (display phones only).
3. While the desired message is displayed, press #.
4. Enter the time you wish to receive the message in hours and minutes. For example, 0900 = 9:00. If you dial three digits, such as 900 for 9:00, press #.

   NOTE: If your system is set for 24-hour format, you must enter the time appropriately (e.g., 1400 = 2:00PM).

   If your system is set for 12-hour display format, press 1 for AM or 2 for PM.

To cancel all reminder message requests before they signal you:

With the handset in the cradle, dial 3 0 6.

To clear a received reminder message (you hear eight short tones and see a reminder message display):

With the handset in the cradle, press *.

Moving On

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WELCOME

Now that you've mastered the basics, it's time to move on to the advanced features. In this section, you'll learn how to program your phone, use directories, access your voice mailbox remotely, and perform various other functions.

SETTING PREFERENCES

Your phone and voice mailbox are automatically set to specific defaults. You can, however, configure many of these settings at any time.

Phone Configuration

Customizable features on your phone include changing volume levels, enabling background music, selecting a ring tone, and others.

Changing Volume Levels

The Axxess system has eight volume settings: handset intercom, handset outside call, speakerphone intercom, speakerphone outside call, background music, ringing, handset intercom dial tone, and speakerphone intercom dial tone.

NOTE: To change each of these levels, you must be using that feature. For example, if you want to change the speakerphone level for an intercom call, you must be on a handsfree intercom call.

To change a volume level:

Press the high or low end of the Volume key ( ) to increase or decrease the volume.

To save your change:

Press both ends of the Volume key at the same time.

Selecting a Ring Tone

The ability to change your ring tone is helpful in close-quartered environments. If your ring tone is unique, you can quickly identify when a call is ringing on your phone.

To select the type of ring tone for your phone:

1. With the handset in the cradle, dial 3 9 8.
2. Do one of the following to select your ring tone:
   - Press 0 for no ringing.
   - Press the high or low end of the Volume key ( ) to scroll to the desired tone.
   - Dial 1-9 to select a specific tone.
3. When you hear the tone you want, press # or the SPKR key or lift and replace the handset.

Enabling Background Music

If your telephone system is equipped with a music source, you can listen to music through your speaker.

To enable or disable background music:

Dial 3 1 3 (or press the **BGM** key, if your phone has one).

Changing Keymaps

Keymaps identify where feature keys appear on your phone. While all phones are programmed with a standard keymap, some phones have alternate keymaps (ask your System Administrator). If you have an alternate keymap, you can switch between the keymaps by dialing a specific feature code.

To switch between keymaps when your phone is idle:

With the handset in the cradle, dial 3 9 9.

To switch between keymaps during a call:

Press ∞ and dial 3 9 9.

Enabling Automatic Call Answer

The Automatic Call Answer feature determines whether or not you are automatically connected to a caller when you lift the handset (or press SPKR). If this feature is enabled, you are automatically connected when you go off hook. If it is disabled, you must first lift the handset (or press SPKR) and then press the flashing key.

To enable/disable this feature for ringing outside calls:

With the handset in the cradle, dial 3 6 0.

To enable/disable this feature for ringing (non-handsfree) intercom calls:

With the handset in the cradle, dial 3 6 1.

Changing the Language

When your phone system is installed, the System Administrator can choose two of four different languages (American English, British English, Japanese, or Spanish) as the Primary and Secondary Language. You can then change the display and voice mail prompts on your phone by toggling between the Primary and Secondary Language. For example, if the system's Primary Language is American English, and your phone is programmed for the Primary Language, all displays appear in American English, and your voice mail prompts are played in American English (unless changed, as outlined below). If the Secondary Language is Japanese, and your phone is programmed for the Secondary Language, all displays appear in Japanese (Katakana) characters, and your voice mail prompts are played in Japanese.

NOTE: You can only use the Secondary Language voice mail prompts if they are loaded on the system. By default, all phones are set for the Primary Language. See your System Administrator to determine what languages are programmed for your phone system.

You can also program messages using English/Spanish or Japanese characters, or a combination of both (see page 53 for a list of characters). In displayed lists, such as directories, the English/Spanish characters are alphabetized before the Japanese characters. Therefore, Japanese names appear after the English/Spanish names.

To change the assigned language for your phone:

Dial **3** **0** **1** to change between your system's Primary and Secondary languages, as desired. Your display shows the current language.

Returning to Default Operation

You can return your phone to default levels at any time. This feature returns volumes to default levels; cancels Do-Not-Disturb, manual call forwarding, background music, and queue requests; and restores handsfree mode, pages, hunt group calls, and system forwarding all at once.

To return your phone to default:

Dial **3** **9** **4**.

Voice Mail Options

Your voice mailbox contains personal options that allow you to customize your personal greetings, directory name, password, etc.

NOTE: You cannot change your personal options until you have initialized your mailbox (see page 10).

Recording Your Personal Greetings

You can store two different personal greetings in your voice mailbox: a primary and an alternate. You can then select which greeting you want played when a caller reaches your voice mailbox. Because the purpose of this greeting is to tell callers why they have reached your voice mailbox, you should include the following information:

- Whether or not you are in the office and where you can be reached.
- When you will be returning calls.
- For callers who do not wish to leave a message, how to exit. (They can press 0 to return to the operator.)

The following are some sample greetings to help you plan your message:

- **Primary Greeting:** Hello, this is _____. I am either on another line or away from my desk and cannot take your call at this time. If you need to speak to someone immediately, please dial zero now. Otherwise, please leave a detailed message and I will return your call as soon as possible. Thank you.
- **Alternate Greeting:** Hello, this is _____. I will be away from the office from *day/date* until *day/date*. If you need to speak to someone immediately, please dial zero now. Otherwise, please leave a detailed message, and I will return your call when I return. Thank you.

To change your personal greeting:

1. Enter your mailbox as described on page 25.
2. Press 4 to select the Personal Options Menu.
3. Press 1.
4. Do one of the following:
   - Press 1 to record and/or enable your primary greeting.
   - Press 2 to record and/or enable your alternate greeting.
   - Press 3 to enable the system default mailbox greeting.
5. *If you pressed* 3, continue to the next step.
   If you pressed 1 *or* 2, the current greeting is played (if one exists). You can then do one of the following:
   - Press # to accept the greeting.
   - Press 1 to replay the greeting.
   - Press 2 to add to the greeting.
   - Press 3 to erase and re-record the greeting.
   - Press * to exit without changing your greeting.
6. Hang up.

Recording Your Voice Mail Directory Name

Your recorded name is used to identify you in the voice mail directory and to verify your mailbox number when messages are addressed to you.

To change your directory name:

1. Enter your mailbox as described on page 25.
2. Press 4 to select the Personal Options Menu.
3. Press 2. Your current name is played. (Press 1 to replay your recorded name.)
4. Press 3 to erase and re-record your name.
5. When you hear a tone, record your first and last name, then press #.
6. Do one of the following:
   - Press # again to accept your recorded name.
   - Press 1 to replay your recorded name.
   - Press 2 to add to your name.
   - Press 3 to erase and re-record your name.
7. Hang up.

Changing Your Mailbox Password

Your password prevents unauthorized access to your mailbox.

To change your password:

1. Enter your mailbox as described on page 25.
2. Press 4 to select the Personal Options Menu.
3. Press 3.
4. *If you want to have a password,* enter a new password, using up to 12 digits.
   If you do not want to use a password, skip this step.
5. Press #. Voice mail plays back your password if you entered one.
6. Press # to accept the password as entered or press 3 to erase and re-enter your password.
7. Hang up.

Changing the Voice Mail Message Envelope

Whenever you receive a voice mail message, voice mail first plays an "envelope" that can include the time and date the message was left, the source of the message, and/or the message length. By default, the envelope contains all of this information, but you can change your envelope, as described below.

To change your message envelope:

1. Enter your mailbox as described on page 25.
2. Press 4 to select the Personal Options Menu.
3. Press 4 again. You can then do any of the following:
   - Press 1 to enable or disable the time/date option.
   - Press 2 to enable or disable the message source option.
   - Press 3 to enable or disable the message length option.
   - Press 4 to enable all options.
   - Press 5 to disable the entire envelope.
   - Press # to accept the envelope.
   - Press * to return to the Personal Options menu without changing the envelope.
4. Hang up.

Changing the Call Screening Transfer Method

NOTE: The Call Screening feature is available only if it is enabled for your mailbox (ask your System Administrator).

Depending on the Transfer Method you select, transferred calls from voice mail may be unannounced (as usual), or one of the following may occur:

- **"Announce Only" Calls:** Before voice mail transfers a call to you, a prompt asks the caller to record his or her name. When you answer, you hear, *"You have a call from (caller's name)."*
- **"Screened" Calls:** Before voice mail transfers a call to you, a prompt asks the caller to record his or her name. When you answer, you hear, *"You have a call from (caller's name)."* You can choose whether or not to accept the call (see page 52).

To change your Transfer Method (if allowed):

1. Enter your mailbox as described on page 25.
2. Press **4** to select the Personal Options Menu.
3. *If using version 5.0 or earlier,* skip this step.
   If using version 5.1 or higher software, press **9** for More Options.
4. Press **5**. The system tells you what your current Transfer Method is. You can then select the desired Transfer Method, as follows:
   - Press **1** to select unannounced transfers.
   - Press **2** to select screened transfers.
   - Press **3** to select announce only transfers.
   - Press ***** return to the Personal Options menu without making changes.
5. Hang up.

Programming a Fax Destination

NOTE: This feature is available only in versions 5.1 and higher Axxess software.

With the Inter-Tel Voice Processing Unit, callers can use your mailbox to send you a fax. To use this feature, you must specify the destination fax number.

To change your Fax Destination Number:

1. Enter your mailbox as described on page 25.
2. Press 4 to select the Personal Options Menu.
3. Press 9 for More Options.
4. Press 1.
5. Enter the number of your fax destination, followed by #.
6. *EITHER,* Press # to accept the number.
   OR, Press 3 to erase and re-enter the number.
7. Hang up.

Changing the Message Search Order

NOTE: This feature is available only in versions 5.2 and higher Axxess software.

When more than one message is left in your voice mailbox, you can change the order in which you retrieve your messages, based on the date and time they were received.

To change the listening order of your messages:

1. Enter your mailbox as described on page 25.
2. Press 4 to select the Personal Options Menu.
3. Press 9 for More Options.
4. Press 2 for the Message Search Order.
5. Press 1 to change the search order for new messages or press 2 to change the search order for saved messages. You have the following options:
   - Press 1 to retrieve the earliest-received messages first (First In/First Out).
   - Press 2 to retrieve the latest-received messages first (Last In/First Out).
   - Press * to return to the Personal Options menu without making changes.
6. Hang up.

Programming Remote Messaging

NOTE: Your installer or System Administrator must enable this feature on your voice mailbox.

With Remote Messaging, you can program the Voice Processing Unit (voice mail) to call you when your mailbox receives new messages. Using a “cascade” (a series of up to nine telephone numbers), voice mail will call each number until it successfully connects to a device (e.g., pager, answering machine, etc.).

Because your mailbox can have a Primary and an Alternate cascade of numbers, you can program a cascade to be used during specific days and times. For example, if you want to be paged when you receive a message from 5-10 PM on weekdays, you can set up a Primary cascade. If you also want to receive pages for messages marked “priority” on the weekends, you could set your Alternate cascade for all day on Saturdays and Sundays.

NOTE: If for some reason voice mail is not able to use your remote notification, your mailbox will receive a message stating that notification could not be completed.

To set up remote messaging:

1. Enter your mailbox as described on page 25.
2. *If using version 5.0 or earlier software*, skip this step.
   If using version 5.1 or higher software, press 4 to select the Personal Options Menu.
3. Press 5.

   NOTE: This option is not available if you do not have Remote Messaging enabled.

4. Press 1 to set up a Primary cascade or press 2 to set up an Alternate cascade.
5. Do one of the following.
   - **To program a cascade level:** Press 1 and enter the number of the level you wish to program (1-9). You then have the following options:
     — *To enable or disable the cascade level:* Press 1. (You cannot enable the level until a notification number is programmed.)
     — *To set up or change an **extension or telephone** number:* Press 2. Then press 1 for an extension number or press 2 for an outside number. Then enter the number.
     — *To set up or change a **pager** number:* Press 3. Then enter the number.
   - **To set up time of day for notification:** Press 2. Then enter the time you want the message notification to start and stop. Enter the times with two digits for the hour and two digits for the minutes (e.g., 0900 = 9:00). If entering the time in 12-hour format, you are prompted to press 1 for AM or press 2 for PM.

     NOTE: For 24-hour notification, program the starting and ending times to be the same.

   - **To set up the days of the week for notification:** Press 3. Then select one of the following:
     — Press 1 for Monday-Friday.
     — Press 2 for all days.
     — Press 3 to select individual days. You are prompted to press digits 1-7 which correspond to the days Sunday through Saturday.
   - **To select all or priority-only message notification:** Press 4. Then press 1 for all messages or 2 for priority messages only.
6. Either select another option, as described above, or press # to save the settings and exit.

SPEED DIALING

Speed dialing allows you (and your System Administrator) to store frequently dialed numbers for easy dialing. Each number is stored on your phone (Station Speed-Dial) or in the phone system (System Speed-Dial) and is identified by a location number. Once programmed, you can then quickly dial these numbers by entering a feature code and dialing the desired location number. Because the Inter-Tel Axxess system supports both Station and System Speed-Dial numbers, you can have access to over 1000 stored numbers.

Station Speed Dial

You can store up to ten personal speed-dial numbers and associated names in Station Speed-Dial locations 0-9. If you have programmable feature keys, you can also create Station Speed-Dial keys for one-touch speed dialing (see page 46).

Storing Station Speed-Dial Numbers

To program your Station Speed-Dial locations:

1. With the handset in the cradle, dial 3 8 3.
2. Dial the location code 0-9 to be programmed or press a Station Speed-Dial key that you want to program (if you have one).
3. Enter the desired name for the speed-dial number, as described below:
   - *Alphanumeric mode (MSG key lit):* Press the keypad keys to enter the desired characters. (Refer to the chart on page 53.) The number of times a key is pressed determines which character is entered. For example, 533266 would enter "JEAN." When adjoining characters are located under the same key, press FWD once to advance to the next character. For example, 66 FWD 6667776 would enter "NORM." (Note that letters correspond to the letters printed on keypad keys 1-9.) Press FWD twice to leave a space. Press MUTE if you need to backspace.
   - Press # to save the name.
4. Dial the extension number or telephone number to be stored, as described below:
   - *Numeric mode (MSG key unlit):* Press the keypad keys to dial the desired numbers. Press # for a hyphen (-), * for a colon (:), FWD to leave a space, or MUTE to backspace.

     If your number includes an asterisk, pound, a hookflash (a quick hang up and release), or a pause, press ∞ once for an asterisk, twice for a pound, three times for a hookflash, or four times for a pause. (Each pause or hookflash counts as one digit.) You can enter more than one special character in a row by pressing FWD between the characters.
   - Press # to save the number.

TIP: To dial outside telephone numbers without first selecting an outgoing line, enter a line access code (such as the Outgoing Call code "8") before the outside telephone number.

To view how your Station Speed-Dial keys are currently programmed:

1. With the handset in the cradle, dial 3 9 6.
2. Press the desired Station Speed-Dial key.
3. Press # to exit.

To erase a Station Speed-Dial name and/or number:

1. With the handset in the cradle, dial 3 8 3.
2. Dial the desired location code (0-9) or press the desired Station Speed-Dial key.
3. Press MUTE [] repeatedly until the name is erased.
4. Press # to continue.
5. Press MUTE [] repeatedly until the number is erased.
6. Press # to exit.

Dialing Station Speed-Dial Numbers

To dial a Station Speed-Dial number:

If necessary, select an outgoing line. You have the following options:

- *To use a location number:* Dial 3 8 2 and then enter the desired Station Speed-Dial location number (0-9).
- *To use a Station Speed-Dial key:* Press the desired Station Speed-Dial key.

System Speed Dial

Your System Administrator can store up to 1000 speed-dial numbers in System Speed-Dial locations 000-999.

To view and/or dial System Speed-Dial numbers:

1. Press SYS SPD or dial 3 8 1.
2. Dial the location code (000-999) for the desired number.
3. Press # to dial the number.

USING RECORD-A-CALL

If your telephone system is equipped with an Axxess Voice Processing Unit (voice mail), you may have access to the Record-A-Call feature. If so, you can record an ongoing call as a mailbox message. You can then retrieve the message, just as you would any other mailbox message.

To use the Record-A-Call feature while on a call:

1. Press ∞ and dial 3 8 5.
2. *If required,* dial the desired mailbox number. (Your phone may be programmed to select the mailbox, or you may be required to dial it.)

You hear a confirmation tone when the Record-A-Call feature is activated.

To turn off Record-A-Call:

EITHER, Press ∞ and dial 3 8 5.

OR, Hang up.

PAGING

The Paging feature allows you to make an announcement through phone speakers or external speakers (if your system is equipped with external paging equipment). To prevent announcements from transmitting through every phone in the system, this feature uses page zones. Each zone contains a different combination of extensions and external paging equipment, and is programmed by your System Administrator. Ask your trainer or System Administrator how the zones are programmed, and list them here for your convenience:

0 _____	5 _____
1 _____	6 _____
2 _____	7 _____
3 _____	8 _____
4 _____	9 _____

Making Pages

To make pages:

1. Lift the handset and dial 7.
2. Dial the desired zone number (0-9).
3. After the tone, make your announcement and hang up.

Enabling Paging

You can enable or disable page receiving for your phone by using the Page Remove/Replace feature code. If your phone is assigned to more than one page zone, all zones are removed or replaced at once (you cannot turn off individual zones).

To turn paging on and off for your phone:

Dial 3 2 5.

Performing a "Hookflash" During a Call

Certain telephone service companies may require a timed hookflash (a quick hang up and release).

To generate a hookflash while using a line:

Press ∞ and dial 3 3 0.

Programming Your Feature Keys

Depending on how your system is programmed, some of your feature keys may be "user-programmable." If so, you can program them with any of the feature codes listed in the back of this user guide or with extension numbers. In addition, you can combine the feature key and Station Speed-Dial functions to program a feature key to dial an outside number.

NOTE: You cannot program secondary extension keys as feature keys (see Programming Secondary Extension Keys on page 50).

To program a user-programmable feature key:

1. With the handset in the cradle, dial 3 9 7.
2. Press the feature key you want to program.
3. Dial the feature code or extension number you want to store under that key. (Refer to the back of this guide for default feature codes.)

To return all feature keys to their original default values:

With the handset in the cradle, dial 3 9 5.

To display the current feature key values:

1. With the handset in the cradle, dial 3 9 6.
2. Press the feature key(s) you want displayed.
3. Press SPKR to hang up.

PROGRAMMING SECONDARY EXTENSION KEYS

With the Secondary Extension Appearances feature, you can program various keys on your phone to indicate the call activity at a different extension (primary phone). In addition to being able to see when a call is ringing, answered, or on hold, you can use your secondary extension key to answer a call that is ringing at the primary phone. Your phone may also be programmed to automatically ring when a given number of calls are waiting at the primary phone (ask your System Administrator).

There are two possible types of secondary extension keys: programmable and non-programmable. If you have a non-programmable secondary extension key, only the System Administrator can change the associated extension. If you have a programmable key, you can change the extension, as described below.

NOTE: You can only assign the extension for a secondary extension key. You cannot create or change the secondary extension key (e.g., make it a feature key).

To display the current secondary extension key assignment(s):

1. With the handset in the cradle, dial **3** **9** **6**.
2. Press the secondary extension key(s) you want displayed.

To assign a primary phone to a secondary extension key (if enabled):

1. With the handset in the cradle, dial **3** **9** **7**.
2. Press the secondary extension key and dial the desired extension number.

Once programmed, you can use your secondary extension key as follows:

- You can press your flashing secondary extension key to answer a call that is ringing or holding on any **CALL** key at the primary phone.
- You can press your unlit secondary extension key to place an intercom call to the primary phone.

NOTE: If the secondary key is flashing (i.e., a call is ringing at the primary phone), you can press **#** before pressing the flashing key to place an intercom call to the primary phone without answering the call. Or, you can just dial the primary phone's extension number.

To transfer a call back to the extension after you have answered it on your phone:

- *To transfer to hold:* Press the secondary extension key, announce the call (if desired), and then hang up.
- *To transfer to ring:* Press **TRANSFER** and then the secondary extension key. You can announce the call, if desired, before hanging up to complete the transfer.

USING ACCOUNT CODES

If your telephone system is programmed to use the Station Message Detail Recording (SMDR) feature, you might be required to enter account codes when you place a call. These codes add information to phone record reports that the system will periodically print.

There are three types of account codes:

- Standard account codes are automatically entered into the SMDR report whenever you place a call.
- Forced account codes must be dialed before you can place an outside call.
- Optional account codes can be entered at any time during a call.

NOTE: Your customer service representative or System Administrator can tell you which types of account codes are used on your telephone system.

To enter an optional account code:

1. Press ∞ and dial 3 9 0.
2. Enter the optional account code. If the account code is not immediately accepted, press #.

To set an account code for all calls placed from your phone:

Dial 3 9 1 and then the account code. If the account code is not immediately accepted, press #. This code will be used for all calls made from your phone until it is disabled.

To disable the code:

Dial 3 9 1 and press #.

SCREENING CALLS

NOTE: This feature is available only if your telephone system is equipped with an Axxess Voice Processing Unit (voice mail).

If you voice mailbox is programmed correctly, you can screen calls that are transferred from voice mail. This allows you to accept and/or refuse specific calls. Depending on the Transfer Method you use, calls from voice mail may be unannounced, announce only, or screened calls (see page 42 for details).

If your voice mailbox is programmed for screened calls, you have the following options when you receive a transfer:

- Press # to accept the call.
- Press 1 to replay the announcement.
- Press 2 to send the call to voice mail.
- Press 3 and then enter the extension number to forward the call to another extension.
- Press * to refuse the call.

USING THE DIRECTORIES

With directories, you can use your phone keypad to find names and numbers. You can then use the directory information to make calls, access features, or leave voice mail messages.

Phone Directory

The phone directory contains a list of the extension numbers, System Speed-Dial numbers, feature codes, and their associated names. To search for an item, you can enter the full or partial name. The system will then find the closest match. Once the correct match is displayed on your phone, you can dial the number or press a key to access that extension or feature.

To perform a directory search:

1. With the handset in the cradle, press 3 0 7.
2. Press 1 for the intercom directory, 2 for the outside directory, or 3 for the feature directory.
3. Enter letters or numbers (up to 10 characters) as described below:
   - *Remain in alphanumeric mode (MSG key lit):* Press the keypad keys to enter the desired characters. (See the chart below.) The number of times a key is pressed determines which character is entered. For example, 77776444844 would enter "SMITH." When adjoining characters are located under the same key, press FWD once to advance to the next character. For example, 5666 FWD 66337777 would enter "JONES." (Note that letters correspond to the letters printed on keypad keys 1-9.) Press FWD once to advance and twice to leave a space or press MUTE to backspace.
   - *Change to numeric mode (MSG key unlit):* Press the keypad keys to enter an extension number. Press MUTE to backspace.
4. Press # to begin the search. *If desired,* you can use the high or low end of the Volume key ( ) to move alphabetically through the directory.

To dial a number or feature code while it is displayed:

Press #.

	NUMBER OF TIMES KEY IS PRESSED										
KEY	**1**	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**	**11**
	ENGLISH CHARACTERS					**JAPANESE CHARACTERS****					
1	-	&	(	)	1	A	I	U	E	O	a
2	A	B	C	'	2	KA	KI	KU	KE	KO	i
3	D	E	F	!	3	SA	SHI	SU	SE	SO	u
4	G	H	I	*	4	TA	CHI	TSU	TE	TO	e
5	J	K	L	# or /*	5	NA	NI	NU	NE	NO	o
6	M	N	O	Ñ or #*	6	HA	HI	FU	HE	HO	tsu
7	P	Q	R	S	7	MA	MI	MU	ME	MO	ya
8	T	U	V	?	8	YA	YU	YO	.	,	yu
9	W	X	Y	Z	9	RA	RI	RU	RE	RO	yo
0	@	:	.	,	0	WA	WO	N	pa	ba	long

*The character available depends on the software version.

**The Japanese characters are only available if the Multilingual feature is enabled.

Voice Mail Directory

Whenever voice mail asks you to enter a mailbox number, you can use the mailbox and extension number directories. You can also use these directories to leave a voice message with another user. Like the phone directories, you don't have to enter the full name because the system finds the closest match based on your entry.

To perform a directory search:

- **Display Phones:** When prompted, press the keys to enter the name. The number of times a key is pressed determines which character is entered, as shown below. When adjoining characters are under the same key, press FWD to advance to the next character. For example, 5666 FWD 66337777 enters "JONES."

	NUMBER OF TIMES KEY IS PRESSED				
KEY	**1**	**2**	**3**	**4**	**5**
1	-	&	(	)	1
2	A	B	C	'	2
3	D	E	F	!	3
4	G	H	I	*	4
5	J	K	L	# or /*	5
6	M	N	O	Ñ or #*	6
7	P	Q	R	S	7
8	T	U	V	?	8
9	W	X	Y	Z	9
0	@	:	.	,	0

*The character available depends on the software version.

- **Non-Display Phones:** When prompted, press a single digit on your telephone dial pad for each letter or character entered. For example, keypad key 2 shows ABC, key 3 shows DEF, etc. To enter "JONES," you would press 5 6 6 3 7. Press 7 for "Q", 9 for "Z", and 1 for punctuation marks.

NOTE: If you need help, press 0 at any time while spelling a name. Voice mail will play a helpful prompt instructing you how to enter a name.

To use the directory to leave a voice mail message:

1. Dial the voice mail extension number.
2. Press # for Directory Services.
3. Enter the desired name, as described above, and press #. The selected name is played.
4. Do one of the following:
   - Press # to accept the name.
   - Press 1 to hear the previous name in the directory.
   - Press 2 to hear additional information for the selected name (if allowed).
   - Press 3 to hear the next name in the directory.
   - Press 4 and spell a new name to search for a different name.
   - Press 5 to switch the first/last name sort order.

PROGRAMMING REMOTE FEATURE ACCESS

If you are away from your desk and forgot to put your phone in DND, don't worry. With the Remote Feature Access, you can place your phone in DND or forward calls from any other phone on the system. And, if you have a special dial-up line, you can access your phone features from an outside line.

NOTE: For your convenience, a pocket-sized guide of the Remote Feature Access is located in the front of this guide.

Remote Access Password

Before you use Remote Feature Access, you should program a password, as described below.

To change the password from your phone:

1. Dial 3 9 2.
2. Enter your current password, followed by #.

   NOTE: Your extension number is your password at default.

3. Enter the new password followed by #. You hear a confirmation tone.
4. Enter the new password again for verification followed by #. You hear a confirmation tone.

To change the station password using remote programming, see the following section.

Remote Feature Access

To access your phone from another phone:

1. *EITHER,* call your Direct Inward System Access number (provided by your System Administrator). If required, enter your password.

   OR, Use any phone on the system.
2. Enter 3 5 9.
3. Enter your extension number.
4. Enter your password followed by #. You can now use any of the following features.

   To change the station password using Remote Programming:

   c. Enter 3 9 2.

   d. Enter the new password, followed by #.

   e. Enter the new password again for verification, followed by #.

   To turn on Do-Not-Disturb:

   a. Enter 3 7 0.

   b. Enter message number (01-20) and enter the optional second-line message text.

   To turn off Do-Not-Disturb: Enter 3 7 1.

   To turn on Call Forward:

   a. Enter one of the following Call Forward feature codes.

   All Calls..... 3 5 5

   If No Answer 3 5 6

   If Busy..... 3 5 7

   If No Answer or Busy 3 5 8

   b. Enter an extension number or enter an outside line access code followed by a telephone number.

   To turn off Call Forward: Enter 3 5 5.
5. Hang up.

REQUESTING AGENT HELP

Your telephone system may be programmed to support the Agent Help feature, which allows you to request help from a designated "Agent Help Extension" (usually your supervisor) during a call. When your request call rings at the Agent Help Extension, the supervisor can choose to join the call or reject the request.

If the Agent Help Extension is a phone, the phone's microphone is automatically muted so that the supervisor cannot be heard unless he or she presses MUTE. If the Agent Help Extension is a single-line phone, however, the supervisor ***can*** be heard as soon as the conference is established. In either case, the supervisor can hear all other parties on the call.

To use the Agent Help feature while on a call:

1. Press ∞ and dial 3 7 5. *If you hear repeating tones,* the Agent Help feature is not available at your phone, you already have four parties in your call, not enough system circuits are currently available, or the Agent Help Extension is in Do-Not-Disturb.
2. Dial the Agent Help Extension number, if required. (Your phone may be programmed to automatically dial the number, or you may be required to dial it.)

   If the Agent Help Extension accepts the call, you hear the Agent Help tone, if it is enabled, and the supervisor can monitor or join your call.

   If the Agent Help Extension rejects the call, you hear a confirmation tone, and the display shows AGENT HELP REJECTED.

To respond to an Agent Help request at a display phone:

When you receive an Agent Help request, your display shows <*name*> REQUESTS HELP. You can do one of the following:

- *To accept the call:* Answer as usual. Your microphone is muted and you cannot be heard by either party unless you press MUTE.
- *To reject the call:* Dial 3 7 6.

WORKING IN HUNT GROUPS

Your system may be programmed with "hunt groups." Hunt groups are groups of phones that share a common extension number in addition to having individual extension numbers. This allows someone to call anyone in the group (using the common extension) or a specific member (using the individual extension). The members of these groups and the common extension(s) are programmed by your System Administrator.

Hunt Group Calls Enabled/Disabled

If you are a member of a hunt group, you can enable or halt hunt group calls.

To turn on or off hunt group calls:

Dial **3** **2** **4**.

ACD Hunt Groups

Some hunt groups use a special feature called Automatic Call Distribution (ACD) that distributes the hunt group calls equally among the available members. These hunt group members are referred to as "agents," who log in to the ACD hunt group to receive calls and log out to halt ACD hunt group calls.

Distributing Calls

Calls are distributed through an ACD hunt group based on Agent IDs or extensions, as described below.

- **Agent IDs:** If the hunt group is programmed to use ACD Agent IDs, each agent is assigned an Agent ID number to enter during the login procedure (described on the next page). The hunt group calls are routed to logged-in agents, according to their Agent ID number instead of their extension number. Because the Agent ID is not associated with any extension, the agent can use any phone in the system to log in.
- **Members:** If the hunt group ***is not*** programmed to use Agent IDs, it will have a pre-programmed list of phones and will send calls to the phones where agents are logged in.

Logging In and Out of ACD Hunt Groups

Agents can log in to and out of the ACD hunt group at any time. While logged in, the agent receives calls through the ACD hunt group. When the agent is logged out, calls to that ACD hunt group bypass the agent.

To log in to all of your ACD hunt groups at once using the ACD Agent Login/ Logout feature code:

With or without the handset lifted, dial 3 2 8 and enter your Agent ID, if necessary. The display shows AGENT LOGGED IN TO ALL ACDS, and you hear a confirmation tone.

NOTE: This feature code acts as a toggle. If you were already logged in, the display shows AGENT LOGGED OUT OF ALL ACDS, and you hear a confirmation tone.

To log in to one or more hunt groups using the ACD Agent Login feature code:

1. With or without the handset lifted, dial 3 2 6. The display shows AGENT LOGIN ACD NUMBER.
2. *EITHER,* Enter the desired ACD hunt group number.

   OR, Press # to log in to all of your ACD hunt groups at once. The display shows AGENT LOGIN AGENT ID.

   NOTE: If you entered an invalid hunt group number, the display shows NOT AN ACD HUNT GROUP, and you hear repeating tones.
3. Do one of the following:
   - **To log into ACD hunt group(s) using Agent IDs:** Enter your Agent ID. The display shows AGENT LOGGED INTO ALL ACDS. You are logged into the ACD hunt group(s) that you requested that use the Agent ID you entered in this step.

     NOTE: If another Agent ID is already logged in at this phone, you hear repeating tones, and the display shows DIFFERENT AGENT ID ALREADY USED. You must have the other agent log out before you can use that phone.
   - **To log into ACD hunt group(s) that do not use Agent IDs:** Press #. The display shows AGENT LOGGED INTO ALL ACDS. You are logged into the ACD hunt group(s) that you requested that do not use Agent IDs.

   If you were already logged in, the display shows ALREADY LOGGED INTO <*hunt group*>.

   If you are not a member of the entered hunt group, the display shows NOT AN AGENT IN THIS HUNT GROUP, and you hear repeating tones. Start over.
4. Hang up if off hook. Repeat this procedure to log into additional ACD groups, if necessary.

When you log in to a group, you may be automatically connected to a call after you hear a short ring burst. If the ACD Agent ID Automatic Connect option is enabled for your hunt group and you are using a headset, you will be automatically connected. If this option is not enabled for your hunt group, the call will ring until you answer it or until it times out to another extension.

NOTE: Even if the ACD Agent ID Automatic Connect option is enabled, the first call you receive (after you log in or remove your phone from DND while logged in) will ring until you answer it. You will, however, be automatically connected to subsequent calls.

To log out of one or more ACD hunt group:

1. *EITHER,* Dial **3** **2** **8** to log out of all of your ACD hunt groups at once. The display shows AGENT LOGGED OUT OF ALL ACDS, and you hear a confirmation tone.

   OR, With or without the handset lifted, dial **3** **2** **7**. One of the following displays will appear:

   - *If you were logged in to only one hunt group,* the display shows AGENT LOGGED OUT OF <*hunt group*>. The procedure is complete.
   - *If you were logged in to more than one hunt group,* the display shows AGENT LOGOUT ACD NUMBER. Dial the extension number of the desired ACD hunt group.
   - *If you were not logged in to any hunt group,* the display shows NOT LOGGED INTO ANY ACD GROUP.

2. Hang up if off hook.

Ending an ACD Hunt Group Call

Each time you end an ACD hunt group call, a wrap-up timer is started. Until this timer expires, you will not receive another call through any ACD hunt group. You can, however, end the wrap-up session before this timer expires, as described below.

To terminate the ACD Agent wrap-up period before the timer expires:

With the handset in the cradle, dial **3** **2** **9**.

NOTE: If you were not logged in to an ACD hunt group, the display shows CANNOT ACCESS RESERVED FEATURE.

Learning More

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Welcome

If you want to know more about your phone and voice mail system, this is the section for you. With additional information and an FAQ, you should be able to find answers to most of your questions.

What the Administrators Can Do for You

The administrators are the people to whom you should turn if you have any problems with your phone and/or voice mail. They have access to advanced programming features and can reset certain settings associated with your phone.

The types of administrators that can help you with your phone/voice mail are as follows:

- **System Administrator:** Performs certain telephone system functions, including:
  - — Setting the date and time
  - — Programming System Speed-Dial numbers
  - — Making database changes, such as programming user names, toll restriction, Do-Not-Disturb messages, and extension numbers.
- **Voice Mail Administrator:** Performs tasks associated with the voice mail system, including:
  - — Recording a broadcast message that is sent to all mailboxes at once
  - — Performing mailbox maintenance (such as changing your password)
  - — Customizing voice mail prompts

Remember, your phone system may be programmed differently; so, it is important that you know who your administrators are to ensure you understand how to use this guide as it applies to your phone and voice mailbox. If you are a System Administrator or if you need additional information not available in this guide, refer to the *Inter-Tel Axxess Administrator's Guide* (part number 550.8001).

FREQUENTLY ASKED QUESTIONS (FAQ)

This section includes some of the most frequently asked questions. If you have problems with your phone or voice mailbox, refer to this section before you contact your System Administrator or Inter-Tel.

Q1. *How do I program System Speed-Dial numbers?*

A1. Only your System Administrator can program System Speed-Dial numbers. You can, however, program up to ten Station Speed-Dial numbers (see page 46).

Q2. *How do I change the time and date on my phone?*

A2. Only your System Administrator can change the time and date. Please contact your System Administrator if you notice that the date and time are incorrect.

Q3. *How can I retrieve messages if I don't know the password for my voice mail?*

A3. Try using your extension number, which is your default password. Or, maybe you don't have a password, in which case pressing # is all you need to do. If these options don't work, contact your System Administrator, who can change or erase the password for you. You can then retrieve your messages and reset the password, if desired (see page 41).

Q4. Why can't I retrieve deleted messages?

A4. Voice mail may have erased your message. After a programmed amount of time has lapsed, up to 24 hours, voice mail automatically erases all deleted messages (see page 28). If you attempted to undelete a voice mail within this time frame, however, your telephone system may not have the latest software (the "undelete" feature was a recent addition). Or, your voice mail system may not have sufficient space programmed to store deleted messages. Contact your System Administrator to determine if this feature is available.

Q5. *How can I set the number of rings that are allowed before the call is sent to voice mail?*

A5. Only your System Administrator can change the number of rings. You cannot alter this at your phone.

Q6. *How can I change the name displayed on my phone?*

A6. Only your System Administrator can change the user names assigned to extensions.

Q7. *How do I scroll the display screen?*

A7. Press the low end of the volume key to scroll down or the high end to scroll up.

Q8. *Why can't I program a Station Speed-Dial number to the key I want? It keeps saying that the key is non-programmable.*

A8. Your System Administrator has programmed that key as a non-programmable key. Because you cannot override system programming from your phone, you must choose another key.

Q9. *Why can't I use one of the features described in this guide?*

A9. There are a few reasons why you might not be able to access the feature. Some possible reasons include:

- Your system software version may not support the feature (this guide covers all versions).
- Your System Administrator may not have enabled the feature for your phone.
- Your System Administrator may have programmed your phone to block the feature.

DEFAULT FEATURE CODES

Use the blank spaces below to enter custom feature codes, if necessary.

OUTSIDE LINE ACCESS CODES

ACCESS CODE NAME	ACCESS CODE	NEW CODE
Select Line Group 1-208	92001-92208*	
Automatic Route Selection	92000*	
Emergency Call	911	
Outgoing Call	8	

*These defaults may differ depending on the software version.

EXTENSION NUMBERS

EXTENSION NAME	EXTENSION NUMBER	NEW NUMBER
Phone Extensions	1000-1511	
Hunt Groups	2000-2074	
Attendant	0	

GENERAL FEATURE CODES

FEATURE NAME	FEATURE CODE	NEW CODE
Account Code – Following Calls	391	
Account Code – Optional	390	
ACD Agent Log In	326	
ACD Agent Log Out	327	
ACD Agent Log In/Out	328	
ACD Agent Wrap-Up Terminate	329	
Agent Help Request	375	
Agent Help Reject	376	
Answer (Ringing Call)	351	
Automatic Intercom Access On/Off	361	
Automatic Line Access On/Off	360	
Automatic Line Answer	350	
Background Music On/Off	313	
Call Forward All Calls	355	
Call Forward If Busy	357	
Call Forward If No Answer	356	
Call Forward No Answer/Busy	358	
Conference	5	
Change Language	301	
Data	340	
Default Station	394	
Directory	307	
Display Time And Date	300	
Do-Not-Disturb	370	
Do-Not-Disturb Cancel	371	
Do-Not-Disturb On/Off	372	

General Feature Codes (continued)

FEATURE NAME	FEATURE CODE	NEW CODE
Do-Not-Disturb Override	373	
Enhanced Speakerphone Enable	310	
Feature Key Default	395	
Group Listen	312	
Handsfree On/Off	319	
Headset On	315	
Headset Off	316	
Headset On/Off	317	
Hold – Individual	336	
Hold – System	335	
Hookflash	330	
Hunt Group Remove	322	
Hunt Group Replace	323	
Hunt Group Remove/Replace	324	
Message	365	
Cancel Message That You Left	366	
Cancel Message On Your Phone	368	
Silent Message	367	
Microphone Mute On/Off	314	
Page	7	
Page Receive On/Off	325	
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Redial	380	
Redirect Call	331	
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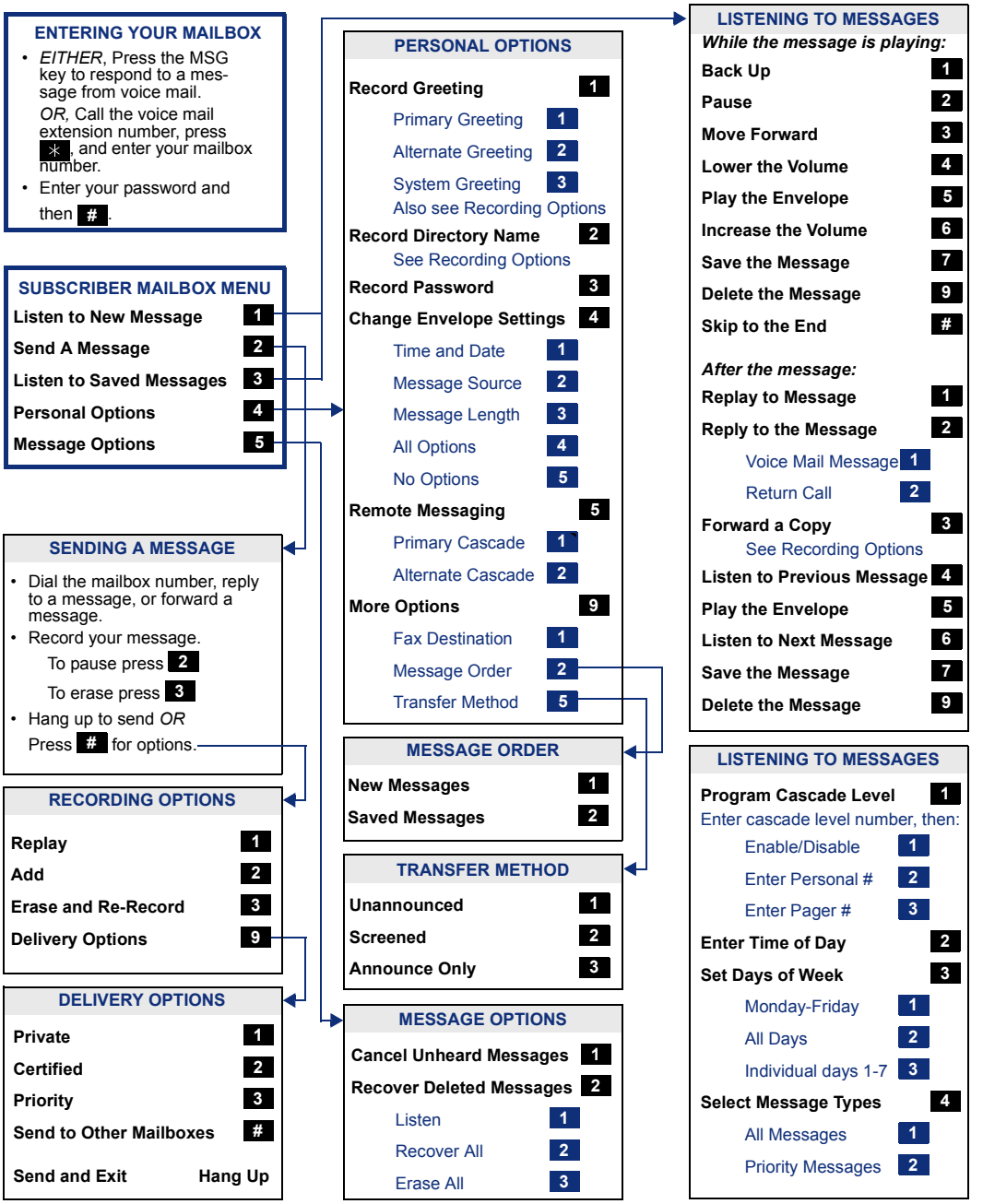
VOICE MAIL FLOW CHART

NOTE: At any menu level, you can press ✳ to Cancel or return to the Previous Menu or press # to Accept.



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